

In the Specification

Please amend the paragraph beginning at Page 1, line 6, under the heading "RELATED APPLICATIONS," as follows:

This application is related to and filed concurrently with pending U.S. Application Serial No. _____, 10/072,408, entitled "System and Method for Implementing Recording Plans Using a Presence-Based Plan Manager", and pending U.S. Application No. _____, 10/071,555, entitled "System and Method for Implementing Recording Plans Using a Session Manager". These applications have been commonly assigned to e-talk Corporation.

Please amend the paragraph beginning at Page 6, line 9, as follows:

In a call center environment, quality control managers, supervisors, and call center representatives may all be assigned work items according to the "active work" model. These participants to system 10 may generally be referred to as clients and may specifically be referred to as owners when they are assigned work items. The work items that may be assigned to owners may be associated with work assignments to be performed with respect to particular activities within ~~with~~ a call center environment. The "active work" model departs from traditional "passive work" models in many ways such as, for example, by proactively identifying work assigned to particular owners, creating work items associated with the work assignment, and communicating the work items to the appropriate owners for processing. Furthermore, owners of work items may be able to organize their work items and "launch" applications used to perform the work assignments.

Please amend the paragraph beginning at Page 7, line 8, as follows:

In a call center environment, system 10 contemplates calls or sessions that include voice, data, or voice and data. For example, calls received over telephone switching equipment may include voice conversations, but may also include other associated data. In another embodiment, data switching or routing equipment may provide a purely data session. For purposes of this discussion, the terms "session" and "call" contemplate voice only, data only, or both voice and data transactions. System 10 further contemplates sessions wherein a caller to the call center environment completes a survey describing the caller's experience during the call. System 10 further contemplates sessions wherein quality control managers or supervisors complete an evaluation of a call to the call center environment. Platform 12 may comprise a mechanism for scheduling, monitoring, storing, and evaluating these sessions. In one embodiment, platform 12 is described in greater detail in copending U.S. Application No. _____, 10/072,408, entitled, "System and Method for Implementing Recording Plans Using a Presence-Based Plan Manager," which is incorporated herein by reference for all purposes.

Please amend the paragraph beginning at Page 11, line 10, as follows:

Database ~~server 16~~ server 18 receives transaction information 36 associated with each session summary 22 from dispatcher 30 to be entered into a transaction table 38. Entries into transaction table 38 may depend on the type of session summary 22 received by dispatcher 30. For example, if dispatcher 30 receives a recording session summary 22, transaction table 20 may contain the time and date of the recording associated with the recording session summary 22, the parameters of the recording, for whom the recording was made (e.g., the owner identifier), why the recording was made (i.e., whether it was made as part of a recording plan or induced by a request), who (if anyone) is to receive notification of the recording, to which work folder 24 the work item 28 associated with the recording session summary 22 should be

communicated (if there is a work assignment), the type of work item 28, or any other suitable entries.